



VACANCY ANNOUNCEMENT

Position: CUSTOMER SERVICE REPRESENTATIVE

Posted: 04/06/2016 Application Deadline: 04/14/2016

Department: Residential Permit Parking

Job Type: Full Time | Regular | Non Exempt

Salary: \$15.49 per hour

GENERAL DESCRIPTION

The Customer Service Representative serves as a customer service focused parking associate. Uses customer service skills & parking professional knowledge set to help customers navigate and participate in the process to apply for and acquire residential parking permits. Assists customers on the phone, over email and in person.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs community outreach work/customer education;
- Educates the public about our RPP program, how it works and how to start the process;
- Maintains relations and open communications with our 46 community groups that partner with our agency on their Parking Plans;
- Works to educate residents about permit eligibility;
- Processes permit and renewal applications to ensure accuracy and completeness;
- Runs reports as needed, including work such as: process work sheets, maintain permit program database, prepares, processes and balances daily work sheets for deposits by the following business day, reviewing permit applications and selling permits;
- Assists with special project support to supervisor;
- Runs custom reporting for special projects with permit management system, review of outreach documents reaching tens of thousands of customer annually, reviewing and interpreting city park laws, organizing and formatting data for specialized use such as GIS mapping & SQL data table importing;
- Supports work to issue special permits for unique parking situations;
- Coordinates with city agencies, non-profits, churches and quasi-public nongovernmental organizations;
- Supports Inventory & Permit Control;
- Organizes, files, stocks permits so that inventory is always available for sale and easy to find;
- Sets up reports to facilitate understanding and ensure clarity for in-house assessment;
- Performs other duties as assigned.

QUALIFICATIONS

- High school diploma or GED required;
- Minimum of 2 years related experience required.

AN EQUAL OPPORTUNITY EMPLOYER M/F/D/V

KNOWLEDGE, SKILLS, AND ABILITIES REQUIREMENTS

- Customer service skills to assist various customers, public, and vendors;
- Knowledge of parking facility and spatial awareness to assist with parking of large vehicles or buses;
- Knowledge of tourist and entertainment resources typically requested by customers;
- Ability to provide information clearly to customers to ensure understanding;
- Ability to develop solutions to problems of limited scope;
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals;
- Ability to write routine reports and correspondence;
- Ability to speak effectively before groups of customers or employees of organization;
- Ability to add and subtract two digit numbers and to multiply with 10's and 100's;
- Ability to perform these operations using units of American money, weight measurement, volume, and distance;
- Ability to read and comprehend simple instructions, short correspondence, and memos;
- Ability to write simple correspondences;
- Ability to effectively communicate information in one-on-one and small group situations, to customers, clients, and other employees of the organization;
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions;
- Ability to deal with problems involving a few concrete variables in standardized situations.

PHYSICAL REQUIREMENTS

The job is physically comfortable. The employee has discretion about walking, standing, etc. The position occasionally requires stooping or bending. Occasional light lifting, such as three or four reams of paper, or other materials (up to 20 pounds) may be required. There are no major sources of discomfort; work is essentially conducted in a normal office environment with acceptable lighting, temperature and air conditions.

**Submit resume and cover letter by closing date to PABC c/o Employment Opportunities,
200 W. Lombard Street, Suite B, Baltimore, MD 21202 or via email to
Employment Opportunities@bcparking.com**

Created April 6, 2016

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The Parking Authority is a smoke-free and drug-free workplace.

We encourage a diverse work environment.